



FRANKLIN COUNTY CHILD SUPPORT  
ENFORCEMENT AGENCY  
80 E. Fulton Street  
Columbus, Ohio 43215

## J O B   A N N O U N C E M E N T

**POSITION TITLE:** Client Information Specialist (Bargaining Unit) **PCN:** 082203

**DEPARTMENT:** Enforcement **P.R.:** T3

**REPORTS TO:** Chrissy Tinapple, Client Information Supervisor

**RESPONSIBILITIES:** Answer and assess incoming telephone calls. Provide assistance and information about issues and case status. Verify client information to ensure the caller is authorized to receive case information. Enter accurate notes into the computer system. Greet and determine client needs. Update confidential information within established guidelines. Provide assistance to clients with inquiries regarding procedures and processes. Take and resolve problems and complaints, and perform routine research to determine proper solutions.

**MINIMUM QUALIFICATIONS:** High school diploma or GED with one (1) year of clerical or office administration experience; or any equivalent combination of training and experience.

**STARTING SALARY:** \$12.04/hour, plus a comprehensive benefits package  
120 Day Probationary Period

**DATE POSTED:** Wednesday, June 1, 2016

**DEADLINE TO APPLY:** Tuesday, June 14, 2016

If interested, please go to [www.franklincountyohio.gov/commissioners/hr](http://www.franklincountyohio.gov/commissioners/hr) and apply on-line

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